

MONROE COUNTY

JOB DESCRIPTION

Position Title: TECHNICIAN PERMIT

Date: 9/22/03

Position Level: 7

FLSA Status: Nonexempt

Class Code: 7-35

GENERAL DESCRIPTION

The primary function of this position is to provide complex administrative support, public contact and clerical duties for the Building and Planning Departments. Must be familiar with the concepts, practices, and procedures of the building and planning departments. Rely on experience, instructions and pre-established guidelines to perform the functions of the job. Primary job functions typically require exercising independent judgment.

KEY RESPONSIBILITIES

1. Provide customer assistance at the building/planning service counter, over the telephone and responds to fax and written inquiries.
2. Provide customer assistance with building inquiries including; building code questions, permitting and the permit application process, plan review status, inspection schedules, and results, revisions to plans, contractor licensing requirements and information, permit fees and permitting history on individual properties.
3. Provide customer assistance with planning inquiries including; property zoning, FLUM designation, Tier designation, basic zoning information for which staff has been trained to answer, status of planning applications, permit fees and permitting history on individual properties.
4. Perform permit application intake and review including; review for completeness and accuracy, check for necessary outside agency approvals and document, research and document land use designation and flood zone of property, enter permit in computer, receipt in fee, identify required plan review stops from the scope of work and note on permit.
5. Issue walkthrough permits that do not require formal reviews by planning or building.
6. Perform final review and issuance of approved building permits including; the determination if permit is ready for issuance, confirmation that each application has completed the plan review process, check that all information is current and accurate, add permit conditions, perform final check of fees collected against plan review worksheet and notify applicant if fees are due, log in computer as "Ready" and advise applicant of any fees due, at issuance notify applicant of time limitations on permits, issue paper permit and route copies to responsible staff and agencies both internal and external.
7. Shares receptionist duties; responsible for answering all incoming calls to the Building Planning offices, including customer inquiries, triage calls. Identifies customer issue and directs the call to the appropriate individual including those outside Growth Management Division. Schedules appointments for planning staff.
8. Provide customer service in a professional manner, sometimes working with difficult customers and

must be able to determine when assistance may be required from either a supervisor or possible law enforcement.

9. Types, files, updates, compiles and prepares department reports.

10. Responsible for financial transactions including: adding, removing, crediting and voiding permit fees on the computer, running daily report and reconciling all monies collected, prepare and deposit bank deposits, prepare monthly/annual financial reports, bookkeeping including collection of insufficient funds and customer refunds.

11. Responsible for administration of all aspects of Contractor Licensing including; providing information on county contractor licensing registration and checking to determine if contractor is properly licensed for type/scope of work and has current insurance.

12. Coordinates set-up of new employees, phone, computer, and work orders, order office supplies and perform other duties as assigned.

* Indicates an “essential” job function.

The information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Position Title: PERMITTING TECHNICIAN	Class Code: 7-35	Position Level: 7
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KEY JOB REQUIREMENTS	
<i>Education:</i>	Vocational or Technical School, certification, training or apprenticeship required beyond high school.
<i>Experience:</i>	3 to 5 years office/clerical or customer service experience.
<i>Impact of Actions:</i>	Makes recommendations or decisions which usually affect the assigned department, but may at times affect operation, services, individuals, or activities or others outside of the assigned department.
<i>Complexity:</i>	Varied: Work is complex and varied and requires the selection and application of technical and detailed guidelines. Problems are not easy to identify, but are similar to those seen before. Moderate analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts. Solutions can often be found by using methods chosen before in other situations.
<i>Decision Making:</i>	Varied: Supervision is present to establish general objectives relative to a specific project to outline the desired end product and to identify potential resources for assistance. Independent judgment is required to identify, select, and apply the most appropriate of available guidelines and procedures, interpret precedents, and adopt standard methods or practices to meet variations in facts and/or conditions.
<i>Communication with Others:</i>	Requires regular internal and external contacts to carry out programs and to explain specialized matters. Occasionally requires contact with officials at higher levels on matters requiring cooperation, explanation and persuasion, as well as with the public involving the enforcement of regulations, policies and procedures.
<i>Managerial Skills:</i>	Involves no responsibility or authority for the direction of others.
<i>Working Conditions/Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.
<i>On Call Requirements:</i>	None.
<i>Other:</i>	Must possess computer experience and be proficient using Word and Outlook.

APPROVALS		
<i>Department Head:</i>		
Name: _____	Signature: _____	Date: _____
<i>Division Director:</i>		
Name: _____	Signature: _____	Date: _____
<i>County Administrator:</i>		
Name: _____	Signature: _____	Date: _____

On this date I have received a copy of my job description relating to my employment with
Monroe County.

Name: _____ Signature: _____ Date: _____